

6. Service delivery

6.1 Service level management

-  Service requirements
-  Service level agreements
-  Service catalog records
-  Review records
-  Internal service agreements

Change management

6.3 Service continuity and availability management






-  Requirements
-  Risk assessments
-  Service continuity plans
-  Service availability plans
-  Test records
-  Availability monitoring records
-  Review records

6.5 Capacity management

-  Requirements
-  Plans
-  Predictive analysis
-  Resource utilization reports
-  Reviews

Change management


6.4 Budgeting and accounting

-  Policy
-  Procedure
-  Budget(s)
-  Costs
-  Reviews

6.2 Service reporting

-  Reports definitions
-  Customer agreements
-  Reports
-  Communication plans

6.6 Information security

-  Policy
-  Risk assessments
-  Audit records
-  Security controls
-  Security incidents

Itil Service Delivery

Mark O'Neill

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